

Speech-to-Speech providers are cautioned to word their promotional materials to indicate that while STS is a free service, consumers still must pay for the cost of the call (especially the long distance costs), albeit often at a reduced rate. STS consumers sometimes assume from the provider's advertising that STS calls themselves are free. Please understand that for a variety of reasons many of these consumers may not be aware of information in "small print". This office has received complaints on this issue from STS consumers who are not in a position to file complaints themselves.